



Text to 9-1-1 in Pima County

Always Contact 9-1-1 by making a voice call, if you can.

Text to 9-1-1 provides the ability to send a text message to 9-1-1- from any enabled mobile device. The same 9-1-1 professionals that process voice calls, will assist with 9-1-1 text sessions.

Why is it better to make a 9-1-1 voice call?

- Complete location information is not provided to Emergency Call Centers when texting
- Text is not available if you are roaming
- Data plan is required to text
- Text message delivery may be affected by data network speeds
- Do not text and drive

Who should text in an emergency?

Anyone can text 9-1-1, however this service is most beneficial for:

- Those with disabilities requiring alternative means of communications that include the deaf, and hearing or speech impaired
- Dangerous situations that require the caller to remain silent or discreet
- Medical emergencies when speech has been impaired



Where is text to 9-1-1 available?

This service is being implemented throughout Arizona and is now available in Pima County. For information about coverage outside of Pima County you may visit:

<https://az911.gov/text-9-1-1/text-9-1-1-implementation-map>

How do I reach 9-1-1 via text during an emergency?

1. Open a new text message on your mobile device
2. Input 911 as the recipient
3. Begin your text conversation with the location of the emergency and “send”



A 9-1-1 professional will respond with additional questions specific to your needs. Depending on your request the call may require transfer to the appropriate responding agency. It is important you answer all questions and follow instructions provided by the 9-1-1 professional.

Why might my 9-1-1 call or text be transferred?

Many 9-1-1 Emergency Communications Centers exist in Pima County. In order to speak with the correct agency for emergency response it is important that your 9-1-1 call or text be handled by the right 9-1-1 center. On occasion this requires a transfer.

List of agencies receiving 9-1-1 calls, including text to 9-1-1.

- Arizona Department of Public Safety
- City of Tucson Public Safety Communications Department
- Marana Police Department
- Oro Valley Police Department
- Pima County Sheriff Department– Ajo
- Pima County Sheriff Department– Pima
- Rural Metro Fire Department – Pima
- University of Arizona Police Department
- Valley Emergency Communications Center



Additional resources about text to 9-1-1:

<https://www.fcc.gov/consumers/guides/what-you-need-know-about-text-911>

<https://az911.gov/text-9-1-1/text-implementation>